**Defense Travel
Management Office**

Department of Defense
Post Government Travel Charge Card Transition
Frequently Asked Questions

General Questions about New Program and Cards

1. **Who do I contact if I have questions about using my new Government Travel Charge Card (GTCC)?**
   Cardholders have a variety of resources. First, cardholders should contact their Agency Program Coordinator. They will be able to answer your questions, provide organization-specific guidance or direct you to other helpful resources. Additional resources are listed below.

Customer Service Support	
Citi Customer Service	1-800-200-7056 (collect 757-852-9076)
All Other GTCC Transition Questions	Travel Assistance Center 1-888-Help1Go DSN: 312-564-3639

2. **What is an Agency Program Coordinator (APC)?**
   APCs play an important role in your organization's GTCC program by assisting with the overall management and day-to-day operations of the program for a local base/installation. APCs duties include, but aren't limited to, maintenance of hierarchy structure; activation and deactivation of individually billed accounts (IBA); termination of GTCC accounts upon cardholder's dismissal, retirement, or separation from the Department; monitoring for misuse and delinquencies and taking appropriate action as necessary; assistance with cardholder education; and program compliance. When you check-in or out of your unit/installation, one of the checkpoints should be your GTCC APC. APCs are typically found in the human resources, accounting or transportation area of your organization.

3. **What information do I need on hand when I call Citi's Customer Service Center?**
   When cardholders call Citi customer service, they will be asked to validate their identity by providing any combination of the following information:

   - Cardholder Name
   - Last 4 digits of SSN
   - Address

4. **Why do I need a new GTCC if my travel card's expiration date shows that the card is still valid after November 29, 2008?**
   As of November 30, 2008, DoD's contract with Bank of America expired. Therefore, all DoD Bank of America GTCC accounts will be closed and deactivated at that time *(Please note that Bank of America is still accepting payments)* even if the expiration date is still valid. Cardholders with a Bank of America account in good standing should have received a new GTCC issued by Citi. As of November 30, 2008, all Citi accounts have been activated and cards will be activated when cardholders call Citi to verify receipt. If

you have any questions or have not received your new card, please contact your Agency Program Coordinator (APC).

5. **Will I have to apply for a new card?**
   Citi automatically established a GTCC account and issued a card to DoD Bank of America GTCC cardholders provided the account was in good standing. For cardholders who do not currently have a travel card, but need one, please contact your Agency Program Coordinator for instructions on applying with Citi. Cardholders who were deemed ineligible for automatic issuance of a Citi GTCC (due to suspension or charge off), may reapply with Citi®.

6. **What if I didn't receive a new card?**
   Cardholders who previously had a GTCC with Bank of America and did not receive a new Citi GTCC, should immediately notify their APC.

7. **How do I verify receipt of my new GTCC?**
   Cardholders can verify receipt of their new cards by calling the number provided on the sticker affixed to the front of the new card or by visiting www.citimanager.com/dodtravel.

8. **What if my new card is lost or stolen after I verify receipt?**
   If a new card has been lost or stolen, immediately contact Citi Customer Service at 1-800-200-7056 (collect 757-852-9076) and follow up with your APC.

9. **How do I get my Personal Identification Number (PIN)?**
   To establish a PIN for ATM access, call Citi's toll-free customer service phone number 1-800-200-7056 (collect 757-852-9076).

10. **Were there any changes to credit limit, travel policy, etc. under the new Citi contract?**
    Cardholders should have seen very little change regarding use of the card. Since the new card is also VISA branded, cardholders have the same worldwide charging privileges that existed previously. Credit limits are the same and APCs still have the authority to raise limits to meet mission requirements.

11. **Can Citi GTCC accounts be managed online?**
    Yes, cardholders will be able to manage their account online via CitiDirect, Citi's EAS equivalent to Bank of America's EAGLS. CitiDirect provides cardholders with the ability to view account information, download statements, make online payments, and customize payment options.

    - Instructions on reviewing statements and making payments, visit:
      http://www.defensetravel.dod.mil/DTSOutreach/CH_Statements_and_Payments.pdf
    - Instructions on registering for CitiDirect access, visit:
      http://www.defensetravel.dod.mil/DTSOutreach/CH_Self_Registration.pdf
    - To access CitiDirect, visit www.citimanager.com/dodhome.

12. **Will I still be able to login to the new EAS, CitiDirect® while overseas?**
    Yes, CitiDirect® is available overseas.

Questions about Bank of America Accounts

13. **Is there anything I need to do to my old travel card account?**
    You should ensure that your account balance is paid in full. To inquire about a credit balance, please contact Bank of America Customer Service (1-800-472-1424). Payments can be made through www.myeasypayment.com or mailed to Bank of America, P.O. Box 15732, Wilmington, DE 19886-5732. If mailing a payment, please include your account number with your payment. Any account balance that remains unpaid may reflect on your credit report and Bank of America reserves the right to turn an account over to a collection agency and credit bureau. Cardholders should also ensure that their account does not have a credit balance refund (see next question).

14. **What happens if I have a credit balance on my old GTCC issued by Bank of America? How do I get it back?**
    If your Bank of America GTCC has a credit balance, please call the phone number on the back of the Bank of America card (1-800-472-1424) and request that the credit balance be sent to you. If, after 150 days, no request is made to the Bank of America the credit balance will be automatically refunded to the address the Bank has on file. It Bank of America exhaust all attempts to refund the credit balance, it will be turned over to the state of the address on file with the Bank.

15. **How should I dispose of my old GTCC issued by Bank of America?**
    Your Agency Program Coordinator (APC) will provide specific instructions on card disposal procedures.

16. **Can I still make a payment to Bank of America after the transition?**
    Yes, Bank of America will accept payments after the GTCC transition for any unpaid balances on the account.

17. **Will the EAGLS system be available after November 29, 2008?**
    Yes, EAGLS will be available until May 2009.

18. **What training is available for Cardholders?**

    Travel card training is available for all cardholders. Cardholders are required to take Travel Card 101 as part of the application process for a new card. Cardholders are also required to take refresher training every two years. Travel Card 101 can be used for this training purpose, but it is not required to use for refresher training. Other sources of training can be used to accomplish the requirement for refresher training. There is no charge for taking these courses. For more information, including registration instructions, please visit www.defensetravel.dod.mil/Passport.

Additional Information

19. **Where can I get more information?**
    The following resources can provide you with updated transition information.
    - Cardholders' primary contact for transition information is their APC.
    - Contact the Travel Assistance Center at 1-888-Help1Go or visit online at
      www.defensetravel.dod.mil/Passport

    - DTMO Website: www.defensetravel.dod.mil

- Please send questions to dtmotc@dtmo.pentagon.mil.
- Service specific guidance and answers to FAQs may be found by visiting the following websites:
  - Army - http://www.asafm.army.mil
  - Marines Corps - http://www.marines.mil/units/hqmc/pandr/gtcc
  - Navy - https://www.navsup.navy.mil/ccpmd
  - Air Force - https://www.my.af.mil/afknprod/afgtc